IRIX© Support Policy and Support Modes

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Audience: Customer - Service Provider - SGI Partner - SGI Employee

This document describes the SGI Software Support Policy for the SGI IRIX operating system, as well as bundled and unbundled software products that are sold and supported by SGI. Details regarding the scope of major releases, minor releases, and the seven software support modes, the IRIX support policy overview, and the related standard bug fix guidelines are provided below.

Major Releases

A major release is any version of licensed software that SGI makes generally available to customers with a valid software support contract to deliver new features and enhancements along with the latest bug fixes. A major release may also contain changes impacting compatibility to the current Application Program Interfaces (APIs), while a minor release does not.

A major release is typically, but not always, identified by changing the whole number digit or the first decimal digit of the release number.

Major releases for IRIX products are provided at no extra cost to all SGI customers holding a valid software support agreement for the applicable product when available via download from the SGI Customer Portal. If available only on CD media, customer can receive major releases free if they purchase the MO5-CD media option along with their applicable software support agreement. Customers without MO5-CD option must purchase the CD media kit at the list sales price. Customer not on a valid support contract must purchase the complete product (media kit and required licensing) as a new customer.

Minor Releases

A minor release is defined as any version of licensed software that SGI makes available to license holders to provide error correction and/or enhance the functionality of a current major release. Minor releases are available to customers who purchase software support contracts for applicable operating systems, bundled software, or unbundled software at no extra cost if available via download and no extra cost for CD media if the MO5-CD support contract option is purchased.

A minor release is identified by changing the second decimal digit and in some instances the first decimal digit of the release number. A major release may have multiple minor releases. Each subsequent minor release is cumulative. They include bug fixes and existing functionality from each previous minor releases. IRIX operating system releases and bundled IRIX operating system products are revised on a periodic basis. Typical incremental time frames are quarterly, semi-annually, or annually. Most unbundled applications are revised on a less frequent, asynchronous schedule. For example, the periodic IRIX 6.5.N operating system releases are referenced as minor releases (e.g., IRIX 6.5.1 to IRIX 6.5.30). Examples of unbundled product minor releases are DMF 3.0.1, TMF 1.4.1, and OpenVault 1.5.2.

Seven Software Support Modes

Active Support Mode

Products in Active Support Mode are supported under the following general conditions:

- No further features or enhancements.
- Bug fixes provided per the Standard Bug fix Guidelines or specific support policy. (See the related section below for more detail.)
- All changes are candidates for inclusion in future product release revisions.
- New releases are expected to be cumulative; older release be revisions become obsolete and are superseded by the latest

revision.
- Periodic publication updates correspond to features, enhancement, and problem resolution included in a release.
- Tested on supported SGI configuration.
- Distributed by SGI (may be free via download from the web, entitled by support contract through the SGI Customer Portal or on CD, or purchased via sales marketing codes).
- Software support contract coverage available.
- Separate upgrade protection may be required for entitlement to upgrades, updates, and general bug fixes.
- Standard SGI sales and customer support contracts.

These software products are being actively developed and maintained with new features and fixes by SGI or a contracted vendor. IRIX software products supported in this mode provide the following services for customers who purchase an applicable software support contract: technical support, critical bug fixes, and the latest general bug fixes on the SGI Customer Portal. Some products provide updates and upgrades via download on the SGI Customer Portal, at no extra cost. Other products are only on CD media and require customers to purchase the MO5-CD media option to receive the upgrades and updates at no extra cost. For example, bug fixes are provided for all levels of problem resolution for SGI developed products or contracted vendor.

A product in this support mode is expected to remain in Active Support Mode for as long as business conditions dictate.

Maintenance Support Mode

These software products are still maintained with only critical bug fixes only by SGI or a contracted vendor as an important part of the product mix, although they are no longer being actively developed with new features or enhancements.

Products in Maintenance support mode are supported under the following conditions:

- No further features or enhancements.
- Periodic bug fixes made primarily for severe problems such as data integrity, system s security, customer critical per the Standard Bug fix Guidelines (see the related section below for more details). Bug fixes may be distributed as a cumulative releases, single bug fixes or a collection of bug fixes.
- Periodic publication updates primarily related to severe problems.
- Tested on support SGI configurations.
- Distributed by SGI (can be free, via download from the web, entitled by support contract through the SGI Customer Portal or on CD, or purchased via SGI marketing codes).
- Software support contract coverage is available.

For the IRIX operating system releases, a product is expected to remain in Maintenance Support Mode 18 to 24 months, or less as the urgency of conditions demand.

Limited Support Mode

These software products are being actively developed and maintained by software distributors, or freeware product owners. SGI only provides support services but does not develop bug fixes.

Product in Limited mode are supported under the following conditions:

- SGI provides known technical resolutions for all products in this support mode (e.g., problem resolutions, bug fixes, and workarounds). For all products, customers are ultimately responsible for final evaluation and testing of any problem resolutions, fixes, or workarounds on their own systems.
- SGI provides special technical assistance with filing bugs may be tracked is also provided. Each product varies in regard to the quantity and frequency of the introduction of new features and enhancements, the level of response provided for the different severity level of bugs filed, bug fixes provided for any release other than the latest revision, and the testing coverage of bug fixes.
- Product are either actively distributed or qualified by SGI for defined SGI system platforms for new customers.
- Products as provided "as is," with no warranty. A SGI warranty disclaimer is included with these products.
- SGI software support contract coverage is available.

Legacy Support Mode

These software products are no longer actively developed or maintained. Products may be available to new customers and may be

distributed in limited quantities through the Remanufactured Products Group.

Products in Legacy mode are supported under the following conditions:

- SGI provides known technical resolutions for all products in this support mode (e.g., existing problem resolutions, bug fixes, and workarounds).
- For all products, customers are ultimately responsible for final evaluation and testing of any problem resolutions, fixes or workarounds on their own systems.
- The product is provided "as is", with no warranty. An SGI warranty disclaimer is included with these products.
- SGI software support contract coverage is available.

Retired Support Mode

Any product developed by SGI operating system and application software distributors, or freeware vendors that are no longer actively developed, maintained, or distributed (via download or on CD) fall under this support mode category.

A product is expected to remain in Retired support mode for a minimum of 18 to 24 months, or less as the urgency of conditions demand, before eventually moving to Expired mode. IRIX 6.5 releases beyond the one year of supported minor IRIX releases and any supported application revision less than the current version as also supported under these conditions.

Products in Retired mode are supported under the following conditions:

- SGI provides previously released bug fixes and known workarounds.
- For all products, customers are ultimately responsible for final evaluation and testing of any problem resolutions, fixes or workarounds on their own systems.
- SGI provides special technical assistance with filing bugs for the software products associated with the software distributors or freeware product owners. Assistance on how to track filed bug reports is provided. Each product varies in regard to introduction of new features and enhancement, the level of response provided for the different severity level of bugs filed, bug fixes provided for any release other the latest revision, and the testing coverage of bug fixes.
- No new bug fixes, features, or ports are developed for SGI products.
- The product is provided "as is", with no warranty. A SGI warranty disclaimer is included with these products.
- Any further distribution and support is provided to honor existing contractual obligations.

These software products are provided by SGI as a convenience to our customers, via download or bundled with SGI software distributions.

Products are support under the following conditions:

- Provided "as is" and are not covered by software support contracts. No call center support will be provided for these products.
- Some of these products may provide an e-mail alias to allow customers to provide feedback to SGI about the product.
- This support mode applies to products such as demonstration software sometimes included with hardware platform shipments and specific freeware.
- Availability of products in Courtesy mode may be discontinued at any time without prior notice.

Divested Support Mode

These software products are no longer sold, supported, or distributed by SGI in any form.

Expired Support Mode

Software products are no longer sold, distributed, or supported by SGI.

Support Policy Overview

Operating System

Customers enrolled under valid software support contracts may download the latest patches via the SGI Customer Portal at no

additional cost. Availability of updates and upgrade free of charge for support contract customers may vary depending on required royalty payments for some or all of the functional areas of the operating system.

The support mode status for major revisions of the operating system is assessed against the eights support modes defined above.

SGI periodically releases a new IRIX minor release. Only the latest minor release is supported with general bug fixes. SGI coverage for security and data integrity bug fixes spans one year of minor IRIX releases. For more details on this additional coverage, see the IRIX section of the standard bug fix guideline below.

If a major release of IRIX is assessed for Active support mode, support for the major release continues to be supported in Active support mode in accordance with the minor releases described above until the next major revision is released.

Customers enrolled under a valid software support contract that includes the CD media option may request the latest release CD set via the software updates webpage from the Portal or from the SGI Customer Support Center or their local authorized SGI service provider and receive it at no additional cost.

Bundled and Unbundled Software

Bundled software products consist of separately installable software products that are packaged either on the operating system distribution CDs or on separate CDs packaged together with the operating system distribution CDs. Most but not all products bundled with the operating are covered under the operating system support contract.

Unbundled software products consist of separately installable and separately packaged software products from the operating system distribution CDs. A few examples of unbundled software products for IRIX are: CXFS, DMF, TMF, MIPSpro Compilers, ProDev Workshop, etc. Most unbundled software products require the purchase of a separate support contract from the operating system.

For all bundled and unbundled software products that SGI sells, distributions, and supports, only the latest major or minor release is supported. For example, if DMF 2.6, 2.6.1, and 2.6.2 are released, the supported versions world be DMF 2.6.2. DMF 2.6 is a major release. DMF 2.6.1 and 2.6.2 are minor releases. Problems fixed in DMF 2.6.2 will not be patched for DMF 2.6 or 2.6.1.

The support mode status for each individual non-operating system product is assessed against the eight support modes defined below. If the product is assessed for Active support mode, support continues in Active support mode only for the latest release for either a major or minor revision. If a product has matured and no new feature or enhancements are be developed, the product at the current release revision would enter into Maintenance support mode.

Customers enrolled under a valid software support contract for the applicable software product may download the latest revision posted on the SGI Customer Portal when available at no extra cost. Customers enrolled under a valid software support contract that includes the CD media option may request the latest release CD set via the Software Updates webpage from the SGI Customer Portal or from the SGI Customer Support Center or their local authorized SGI service provider at no additional charge.

Bug Fix Guidelines

For any SGI product developed by SGI that is a operating system, a functional component, or a bundled or unbundled software product:

- The current minor software release SGI Operating System, IRIX 6.5.*N*, is supported until the next planned revision SGI Operating System, IRIX 6.5.*N*+1 is released.
- Fixes for critical problems relating to data integrity and system security critical problems will be considered for operating system maintenance/feature releases dating back one year. Critical problems are associated with a significant business requirement.
- All revisions dating back more than one year are supported at the same level as Retired support mode. These releases are no longer formally distributed through manufacturing or via the web from the SGI Customer Portal and no new bug fixes are provided. Existing resolutions, existing bug fixes, and existing workarounds for these versions are provided if a customer enrolls under an IRIX support contract and chooses to remain on an IRIX revision dating back more than one year. For example if *N*=25, then the current release, IRIX 6.5.25, is supported with the latest bug fixes. Any revision dating back more than a year are supported in the same level as a product supported in Retired support mode.

Bundled or Unbundled Software Products

The current minor software release of a bundled or unbundled software product (i.e., DMF 2.6.*N*) where *N* is the current released version, is supported until the next planned revision (i.e., DMF 2.6.*N*+1) is released.

These support conditions also apply to all revisions of supported applications less than the current revision. For example, if MPT 1.6, 1.6.1, and 1.6.2 are released, the supported version would be MPT 1.6.2. MPT 1.6 and MPT 1.6.1, below the current revision, are not supported with any new bug fixes. Problems fixed in MPT 1.6.2 will not be patched for MPT 1.6 or 1.6.1.

- Fixes to any prior minor release level version (or lower) will be considered only on a case-by-case basis.
- All customers will have access to unrestricted patches that are developed for the current minor release through te SGI Customer Portal. Customers must contact their local support center to obtain any available site-specific patches.
- For any third party products including functional components or application software products or bundles that SGI Engineering subscribes to honor, the standard SGI Support Level Agreement terms and conditions apply with the following condition:

Each software release level is support on an individual basis where dependencies and compatibilities are exactly defined unless otherwise noted (i.e., upward or downward compatibility is not guaranteed unless explicitly stated).

Answers others found helpful

- IRIX© Software Support Mode Status
- SGI© Software Life Cycle Definitions and Support Modes
- Bulletin: SGI© Support of MIPSIRIX Product Changes December 2013
- SGI© Software Support Mode Status
- SGI© Authored Software Products Support Status